



Registering online? We can help!

We're always looking for ways to make it easier for you to interact with us, and our online registration process is no exception.

mySunLife.ca and the **my Sun Life mobile app** give you the online tools you need to manage your plan. Here's how to register for access:

① Go to **mySunLife.ca** and select **Register**.

② Enter your first name, last name, and email address.
Create your password.

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- 3 Next, choose a verification question and the answer so we can check your identity if you forget your password. Choose a question and answer that you'll remember.
- 4 Enter your date of birth and postal code. Click **Next**.
- 5 We'll email you a temporary registration code if we have your email address on file (your employer would have given it to us).
- 6 When you get the code, enter it to finish your registration. The code is good for 48 hours.
- 7 If we don't have your email address on file, we'll mail you a temporary code so you can finish registering. Once you get it, go to **mySunLife.ca**, sign in using the email address and password you selected originally, and finish your registration.

Select verification question

Select ▼

Enter your answer

Date of birth (DD/MM/YYYY)

DD MM YYYY

Postal code

Living outside Canada?

Next

Learn more about [why we ask for this information](#).

By registering, you agree to these [terms & conditions](#).

i We found your Sun Life account.
Please verify your identity to finish registering.

We emailed a registration code to
j*****h@sunlife.com

It could take several minutes for your registration code to arrive.

Enter your registration code What is my registration code?

[Having trouble receiving your code?](#)

Verify

Register through the my Sun Life mobile app

Want to register on your phone? Download the app from Google Play or the App Store. Follow the same instructions as for **mySunLife.ca**

App Store is a trademark of Apple Inc., registered in the U.S. and other countries.
Google Play is a trademark of Google Inc.

Updates are easy

You can update your profile at any time. Simply sign in to **mySunLife.ca** and click on the Person icon at the top right of the **Home** page. Then, select **Contact information**. You can add, change or delete your email ID and update your information.

We can help! If you need us, call us at **1-800-361-6212** between 8 a.m. ET to 8 p.m. ET, Monday to Friday.

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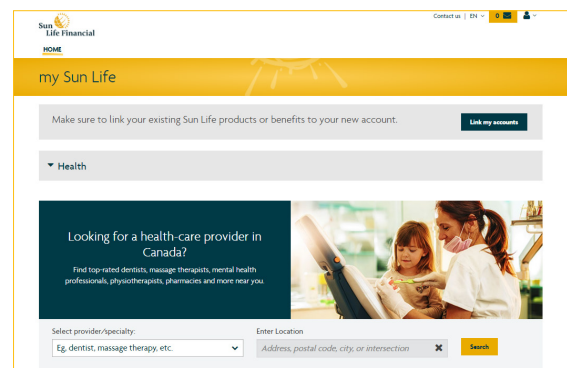




Linking your account

If the information you've used to register doesn't exactly match the information your employer provided to us, you will be asked to link your benefits to your new account.

- 1 When prompted, select **Link my accounts**.
- 2 You will need to enter in your contract number and Member ID number, which you can find in the registration section of your Sun Life Welcome guide.
- 3 Next we'll email you a temporary registration code if we have your email address on file from your employer. If we don't have your email address on file, we'll send you the temporary code by mail. (See "Postal Mail" section to complete your registration.)
- 4 When you get our email, finish your registration by entering the code and selecting **Verify**. The code is good for 48 hours. If you lose your registration code or it expires, don't worry. We can send you another one – just call us at **1-800-361-6212**.



Sun Life Financial
HOME

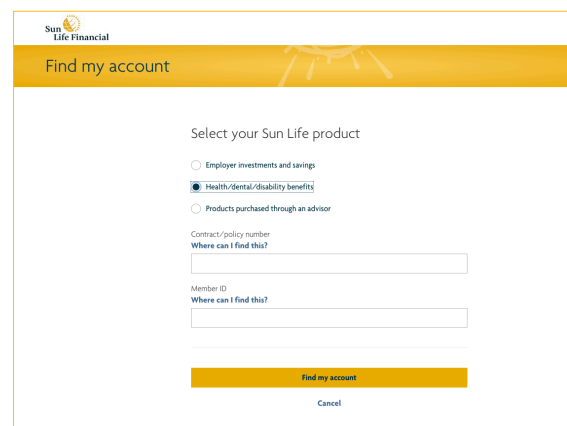
my Sun Life

Make sure to link your existing Sun Life products or benefits to your new account. [Link my accounts](#)

▼ Health

Looking for a health-care provider in Canada?
Find top-rated dentists, massage therapists, mental health professionals, physiotherapists, pharmacies and more near you.

Select provider/specialty: Enter Location: [Search](#)



Sun Life Financial

Find my account

Select your Sun Life product

☐ Employer investments and savings

☒ Health/dental/disability benefits

☐ Products purchased through an advisor

Contract/policy number
Where can I find this?

Member ID
Where can I find this?

[Find my account](#)
Cancel



Postal Mail

- 1 When you receive your postal registration code, go to **mySunLife.ca**, and sign in using the email address and password you previously created.
- 2 Once you have signed in, click on **Continue** in the blue alert tile to complete registration from the initial flow.
- 3 Enter your code on the **Verify** page, select **Ok** to complete your registration. If you lose your registration code, or it expires, don't worry. We can send you another one – just call us at **1-800-361-6212**.

The screenshot shows the mySunLife.ca homepage. At the top, there's a navigation bar with the Sun Life Financial logo and a 'HOME' link. Below the navigation bar, there's a yellow banner with the text 'my Sun Life'. In the center of the banner, there's a blue alert tile with the text 'Finish your registration. Enter your registration code, or request a new one.' and a 'Continue' button. Below the banner, there's a 'Health' section with a search bar and a 'Find a health-care provider that best fits your needs.' button. The search bar has a dropdown menu for 'Select provider/specialty:' with the text 'Eg. dentist, massage therapy, etc.' and a text input for 'Enter Location' with the text '227 King St E, Waterloo, ON N2L 2K7, Canada'. There's also a 'Search' button.

The screenshot shows the mySunLife.ca Verify page. At the top, there's a navigation bar with the Sun Life Financial logo and a 'Verify' link. Below the navigation bar, there's a yellow banner with the text 'Verify'. In the center of the banner, there's a form with two input fields: 'Enter your registration code' and 'What is my registration code?'. Below the input fields, there's a 'Request a new code?' link. At the bottom of the form, there's a large yellow 'Ok' button and a smaller 'Cancel' link.

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Group Benefits are provided by Sun Life Assurance Company of Canada, a member of the Sun Life Financial group of companies.

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